

Catering and hospitality foundation apprenticeship

Knowledge and skills coverage document

Information for providers

Coverage of each knowledge and skill statement must include each and every occupation it is mapped to, unless expressly stated otherwise. For instance, if skill S1 is mapped to occupation 1 and occupation 2, then the range of coverage must include elements of both 1 and 2 so the apprentice benefits from a broad experience.

Competence is to the level described by this Foundation Apprenticeship's knowledge and skills and not the often higher level of the mapped occupations. Coverage will be a blend of on and off the job learning.

Technical Knowledge

- K1: Correct knife, equipment, or technology for task and how to use effectively and efficiently. * (OCC0228, v1.4, K1) (OCC0589, v1.2, K20)
- K2: Quality indicators in and seasonality of ingredients. (OCC0228, v1.4, K2)
- K3: Methods of producing dishes to business standards. * (not mapped to standards)
- K4: Methods of weighing, measuring, and scaling. * (OCC0228, v1.4, K3)
- K5: Sustainable stock use and rotation methods that minimise waste. * (OCC0228, v1.4, K30) (OCC0589, v1.2, K7)
- K6: Business standards for the service of food and beverages. (OCC1488, v1.0, K1)
- K7: Methods of communication with customers and how to tailor communication to different situations and customer needs. * (OCC1488, v1.0, K4)
- K8: Methods of dealing with or escalating feedback, complaints or issues that impact service to maintain a positive customer experience. (OCC0228, v1.4, K25) (OCC0589, v1.2, K17) (OCC1488, v1.0, K16)
- K9: Legislation and organisational policies relating to equity, diversity, and inclusion in the workplace relevant to own role* (OCC0228, v1.4, K32) (OCC0589, v1.2, K27) (OCC1488, v1.0, K21)
- K10: Health and safety legislation, regulations, guidelines, and procedures relevant to own role* (OCC0228, v1.4, K29) (OCC0589, v1.2, K26) (OCC1488, v1.0, K6)
- K11: Food safety, allergen, and hygiene legislation and procedures relevant to own role * (OCC0228, v1.4, K27) (OCC0589, v1.2, K21) (OCC1488, v1.0, K7)

Technical Skills

- S1: Selects correct knife, equipment, or technology for task. (OCC0228, v1.4, S1) (OCC0589, v1.2, S17)
- S2: Uses knives, equipment or technology effectively and efficiently. (OCC0228, v1.4, S2) (OCC0589, v1.2, S17)
- S3: Contributes to the production of dishes to business standards as part of a team. * (not mapped to standards)
- S4: Weighs, measures, and scales ingredients. * (OCC0228, v1.4, S4)
- S5: Undertakes sustainable stock use, storage, and rotation under supervision. * (OCC0228, v1.4, S31) (OCC0589, v1.2, S6)
- S6: Serves food and beverages to individual business standards as part of a team. (OCC1488, v1.0, S1)
- S7: Tailors communication techniques to meet customer needs and build rapport. * (OCC1488, v1.0, S3)
- S8: Deals with or escalates issues that impact service and customer experience, and implements any instructions given by supervisor. (OCC0228, v1.4, S26) (OCC0589, v1.2, S14) (OCC1488, v1.0, S10)
- S9: Complies with health and safety legislation, regulations, guidelines, and procedures relevant to own role. (OCC0228, v1.4, S30) (OCC0589, v1.2, S21) (OCC1488, v1.0, S5)
- S10: Applies food safety, hygiene and allergen handling techniques relevant to own role. (OCC0228, v1.4, S28, S29, S32) (OCC0589, v1.2, S19) (OCC1488, v1.0, S6)